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## Rhode Island Medicaid Program **November 2021**



**State offices will be closed in observance of the following  
Holidays in 2021.**

Veterans' Day	Thursday, November 11
Thanksgiving Day	Thursday, November 25
Christmas Day	Saturday, December 25 (State Employees celebrate on Mon- day, December 27)

**The RI Medicaid Customer Service Help Desk/Call Center will  
also be closed on the same days.**

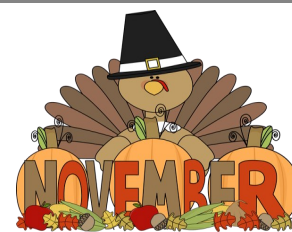
**The RI Medicaid Health Care Portal (HCP) is available 24  
hrs./7 days for Member Eligibility, Claim Status, View Remit-  
tance Advice and View Remittance Advice Payment Amount.**

Click [here](#) for the HCP login page.

**Please Note!**



# November 2021 Provider Update



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**RI Medicaid  
Customer Service  
Help Desk for  
Providers**  
Available Monday—Friday  
**8:00 AM-5:00 PM**  
**(401) 784-8100**  
for local and  
long distance calls  
**(800) 964-6211**  
for in-state toll calls



## **Attention Nursing Home Providers**

### **Reminder regarding fee-for-service (FFS) claims submission**

All FFS Medicaid claims must be received within 365 days of the first date of service in order to be accepted for processing and payment. Claims that are submitted electronically and are past the timely filing guidelines will be denied with EOB 38 “Claim Past the Timely Filing Limitations”. A paper claim must be submitted to your Gainwell Provider Representative with proof of timely filing. Timely filing exceptions are listed below under Timely Filing Requirements. This would include as examples EOB 491 Gap in Billed Days, EOB 631 No Long Term Care on File, or EOB 916 RUG Cannot Be Determined.

During the Provider Escalation Project which ended in 2019, exceptions to timely filing rules were made. However, that project is now completed and the pre-existing rules governing claims submission will now be enforced.

In addition, some of the claims were put on suspense and were allowed to remain in suspense awaiting billing corrections. If the billing corrections are received, the claims will continue to process. However, there are still some claims in suspense that have older dates of service. Claims that have been on your remittance advice in suspense for over 60 days will now be allowed to process. In many of these cases, if billing corrections have not been made, the claims will be denied. You will see these denials reported on your future remittance advices.

### **Timely Filing Requirements**

A claim for services provided to a Medicaid client, with no other health insurance, must be received by the States’ fiscal agent, Gainwell Technologies within 365 days of the date of service. If the claim is over a year old, then a list of the criteria to bypass timely filing is as follows:

- Retroactive client eligibility (within the previous 90 days)
- Retroactive provider enrollment (within the previous 90 days)
- Previous denial from Medicaid (other than a timely filing denial) within the previous 90 days
- Gainwell Technologies processing error within the previous 90 days
- Recoupment of a claim within the previous 90 days. Please note that a recoupment of claims greater than 365 days are not allowed when a new claim will be submitted for increased reimbursement, unless there is a primary payer Explanation of Benefits (EOB) dated within 90 days
- If the client has other insurance and the claim is past the 365 day limit, then an exception will be allowed to process the claim if the other insurance EOB is within the past 90 days. The claim and supporting documentation to prove timely filing must be submitted on the appropriate paper claim form to your Provider Representative

(continued)



## Attention Nursing Home Providers

### Reminder regarding fee-for-service (FFS) claims submission (Continued)

#### Timely Filing Requirements (continued)

- Adjustments to a paid claim over a year old will be accepted up to 90 days from the remittance advice date that the original claim payment was posted. Adjustments for claims over one year old cannot be adjusted to pay at a higher amount than originally paid. Any qualifying adjustments that need to be processed can be sent to your Gainwell Provider Representative on a paper adjustment form found on the [www.eohhs.ri.gov](http://www.eohhs.ri.gov) website.
- Prior Authorization or TPL updates within 90 days

Additional information along with links to the FFS Provider Manual and other claims processing information can be found at the following websites:

[https://eohhs.ri.gov/sites/g/files/xkgbur226/files/Portals/0/Uploads/Documents/MA-Providers/MA-Reference-Guides/General-Guidelines/General\\_Guidelines.pdf](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/Portals/0/Uploads/Documents/MA-Providers/MA-Reference-Guides/General-Guidelines/General_Guidelines.pdf)

<https://eohhs.ri.gov/providers-partners/billing-and-claims/claims-processing>

For any questions, please call the Gainwell Customer Service Help Desk at 401-784-8100 or your Gainwell Provider Representative at 401-784-3805.




## **Policy Change for NEMT Nursing Home Discharges**

Nursing Home discharge to home transportation is now a covered service under the out of plan nonemergency medical transportation (NEMT) benefit, administered through MTM, for Rhode Island Medicaid members. MTM will not transport a Nursing Home discharge, in any mode, that is from Medicare skilled stay.

For dual eligible members (beneficiaries with Medicare-Medicaid), MTM will provide non-emergency transportation for nursing home discharge to home, except for non-emergency **ambulance** transport. Please note Medicare covers non-emergency **ambulance** transportation when determined as medically necessary by a medical provider.

All existing guidelines pertaining to advance booking and level of need will apply to this transportation service. This coverage does not apply to members that are in a Medicare skilled status. Transportation can be arranged by utilizing MTM's facility portal located at: <https://mtm-prod.revealservices.net/www/link/#!/login> or by calling 855-330-9131.



## *RI Medicaid* Annual Plan Change Opportunity

RI Medicaid is holding an Annual Plan Change Opportunity from September 7, 2021 through October 29, 2021 for currently enrolled members of Rite Care, Rhody Health Partners and Medicaid Expansion. Letters will be mailed to beneficiaries announcing the option to change health plans starting in early September.

Letters will be mailed to members in 5 mailing waves beginning the first week of September. Members will have until October 29<sup>th</sup> to request a change in health plan. It is important for members to know:

- All health plans offer the same benefits and are all highly rated Medicaid plans.
- If they want to change plans, they should check to be sure that their family's doctors are in the plan and that the plan covers their medications. Members should call the health plan or go to the plan's website for more information.
- All Rite Care members must choose the same health plan for all family members. Members in Rhody Health Partners and Medicaid Expansion may select their own health plan.

If a member is happy with their current plan, they do not have to do anything. No change will be made. If a member would like to change plans, they can contact HealthSource RI at 1-855-840- 4774 to request the change, or complete the form enclosed with the letter and mail back to RI Medicaid.

Members who lose their form, or do not receive a letter, may download one from the EOHHS website at <http://www.eohhs.ri.gov/Home/PlanChange.aspx>.

It may take up to 8 weeks for the change to be effective. Members will receive a welcome packet from the new health plan, as well as a new ID card.

Providers are reminded to ask members to show their health plan identification cards prior to delivering services. This will prevent billing the wrong health plan and delays in payment. Members will be able to select from three health plans for their Medicaid coverage:



1-401-459-6020 or 1-800-459-6019

[Neighborhood Health Plan of Rhode Island - Home \(nhpri.org\)](http://nhpri.org)



1-866-738-4116

[Your Rhode Island Medicaid Plan | Tufts Health RITogether | Tufts Health Plan](#)



1-800-587-5187

[UnitedHealthcare Community Plan: Medicare & Medicaid Health Plans \(uhccommunityplan.com\)](http://uhccommunityplan.com)

## Attention Nursing Home Providers

There will be a new billing process for members that have been released from a hospital setting and **have not** been determined eligible for Long Term Support Services. This new billing process will replace the existing one in place today of sending emails with an attached spreadsheet to Mary Ellen Jenkins at OHHS for nursing home stays that are 30 days or less.

Per EOHHS rule 210-RICR-50-00-1.7, Medicaid Long-Term Services and Supports Overview and Eligibility Pathways, Qualifying for Medicaid LTSS, states that, "With the enactment of the federal Affordable Care Act of 2010, federal law requires that Medicare, commercial health insurers, and group health plans provide as part of the primary care essential benefit package up to thirty (30) days of subacute and rehabilitative care for persons who have had an acute care incident requiring services in a health institution. Medicaid is also required to provide this benefit. Both existing beneficiaries and new applicants must have established a continuing need for LTSS -- that is, for an institutional level of care -- to qualify for Medicaid LTSS once the thirty (30) days of essential benefit coverage is exhausted."

Members who require *Hospice services* must continue to go through the Long-Term Care Eligibility process and have LTC approval for claims to process.

There will be an additional communication sent out with information on how to sign up for a webinar on how to bill for this service. It is strongly recommended that you attend a webinar, as this is a different billing process then what you are accustomed to.

Some of what will be included in the webinar trainings are listed below:


1. Clients must have active Medicaid Eligibility
2. This billing process is for nursing home stays for 30 days or less with no long term care approval
3. Clients may have more than one consecutive 30-day period of Nursing Home services but there must be a gap between the "To" Date of service on the last bill and "From" Date of service on the new bill
4. New procedure code for S9976 "Lodging, Per Diem, Not Otherwise Classified"
5. This needs to be submitted as an 837 Professional Claim or Professional Cross Over claim
6. Clients may have a Patient Share on file, but it *will not* be automatically deducted for the 30-Day Nursing Home Services unless it is reported on the claim by the provider
7. A RUG Score must be on file for the recipient
8. If a member has primary insurance the claim must be submitted to the primary coverage and then submitted with the EOB to Medicaid
9. Claims submitted for CSM-Demo and PACE will be denied for Other Insurance.
10. This processing will not include 'Head on the Bed Logic' to ensure a client can receive 30 consecutive days of Nursing Home Services.

Provider training webinars were delivered on October 13<sup>th</sup> and October 15<sup>th</sup>. The slides used for the presentation are located on the EOHHS website under [Nursing Home Stay 30 Days or Less \(ri.gov\)](https://ri.gov/NursingHomeStay30DaysorLess)



### REMINDER FOR NURSING HOME

Stimulus funds should be treated the same as a tax refund/rebate by nursing homes. The rebate is not treated as income, or as a resource for a 12-month period, in determining an individual's eligibility or assistance amount under any federally funded public program.



## Providers to be Revalidated Fall 2021

Below is the updated list of provider types that will be included in the first wave of revalidation. The letters will go out to these provider mid-November.

Prov. Type Descript.
Dentist
Podiatrist
Optometrist
Optician
Skilled Nursing
Licensed Therapist
Chiropractor
Freestanding Dialysis
Rural Health Clinic
Indian Health Service
Children's Behavioral Health Group
Local Education Association
Early Intervention
Substance Abuse Rehab
CMHC/Rehab Option
Habilitation Group Home
Severely Disabled Nursing Homecare
BHDDH Behavioral Health Group
Department of Children Youth and Fa
Personal Care Aide/Assistant
Other Therapies/Hippotherapy
Comprehensive Lead Center
Home/Center Based Therapeutic Svcs
CEDARRS Center
RlteShare Copay Providers
BHDDH DD Agencies
Nurse Anesthetist
Licensed Dietician/Nutritionist

## Provider Enrollment Revalidation Requirements

Effective September 1, 2021, provider enrollment revalidation requirements will no longer be waived. Providers will now be expected to respond to enrollment revalidation information requests from Gainwell in a timely manner. As required per usual protocols that were in place prior to March 2020, providers will be required to return information to Gainwell within 35 days of a request. If you would like more information about this process, please visit [https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/provider\\_revalidation.pdf](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/provider_revalidation.pdf)

## Substance Abuse Residential Treatment Code Update

Rhode Island Executive Office of Health & Human Services (EOHHS) requires that Managed Care Organizations (MCOs) and Rhode Island Medicaid providers adhere to the specifications outlined in the following table:

ASAM Level	ASAM Description	HCP C Code	Rev Code	Bill Type	Taxonomy Code	Notes
Level 3.1	Clinically Managed Low-intensity Residential Ser-	H0018	1003	86X	324500000x	Provider must bill both HCPC and Rev code
Level 3.3	Clinically Managed Population-specific High-intensity	H0010	1002	86X	324500000x	Provider must bill both HCPC and Rev code
Level 3.5	Clinically Managed High-Intensity Residential Ser-	H0010	1002	86X	324500000x	Provider must bill both HCPC and Rev code
Level 3.7	Medically Monitored Intensive Inpatient Services	H0011	1002	11x	324500000x	Provider must bill both HCPC and Rev code
Level 3.7-WM	Medically Monitored Inpatient Withdrawal Management	H0011	116, 126, 136, 146, 156	11x	324500000x	Provider must bill both HCPC and Rev code

MCOs and providers must begin engaging in the appropriate implementation processes, such that the aforementioned specifications will be effectuated for all claims with a *Date of Service* start date of **October 1, 2021**. Please ensure adequate provider education regarding claims billing is completed prior to the October 1<sup>st</sup> launch date.

Please contact your Medicaid MCO provider representative if you have further questions about this change.

### FYI:

The application fee to enroll as a Medicaid provider is \$599.00 as of January 1, 2021.

Please note that effective September 1, 2021, the RI Medicaid Application Fee will no longer be waived. Effective September 1, 2021, providers that submit provider applications will be required to pay the RI Medicaid Application Fee.

**See more information regarding providers who may be subject to application fees [here](#).**



## Behavioral Health Rate Enhancement and Free Behavioral Health Training for Home Care Agencies

As of January 1, 2022, home health agencies (HHA) will be eligible to receive a Behavioral Health Rate Enhancement of \$0.39 per fifteen minutes of service for Personal Care (S5125), Combined Personal Care/Homemaker (S5125-UI), and Homemaker (S5130), provided that at least 30% of the HHA's direct care workers (i.e., Nursing Assistants and Homemakers) have completed a Behavioral Health Certificate Training Program.

Currently, Behavioral Health Certificate Training is offered by RI College. The 30-hour program can be tailored to meet the needs of HHAs and their staff. With sufficient notice and interest, RI College can offer classes online or in-person, at various times and days, and in English and Spanish. The training is provided at no cost with funding from the RI Department of Labor & Training's Real Jobs program.

The RI College Behavioral Health Training program will introduce entry-level frontline staff to behavioral health concepts, professional communication, common disorders, and a variety of contexts in which behavioral health vulnerabilities may occur. The program is customized to meet the needs of individual healthcare providers and the specific patient population that they serve.

Classes will be scheduled to meet demand, and enrollment will be on a first-come, first-served basis. For more information about the RI College Behavioral Health Certificate Training Program or to indicate your interest in Behavioral Health Certificate Training for your agency and staff, contact Tonya Glantz, PhD, at <mailto:tgglantz@ric.edu>.



### Assisted Living Facility Providers

The 2021 General Assembly authorized EOHHS to pursue a tiered payment system for Assisted Living Residences.

Effective 11/1/21, the reimbursement for procedure code T2031 (Assisted Living, Waiver, Per Diem) has been increased to \$78.00 per day for your Basic/Core recipients (Tier A). This increase is for both RI Housing and Office of Healthy Aging (formerly DEA) Assisted Living programs.

Additionally, effective 11/1/21, Category F-eligible facilities should bill T2031 plus a "UB" modifier to receive \$113.00 per day for their Enhanced (Tier B) recipients. This list of recipients eligible for this enhanced rate will be shared through a provider report.

For any billing questions please contact Karen Murphy at (401) 784-8004 or [karen.murphy3@gainwelltechnologies.com](mailto:karen.murphy3@gainwelltechnologies.com)



## COVID-19 Vaccine Administration-3rd Dose

COVID-19 3rd dose administration codes have been approved effective August 1, 2021. Per CMS, the reimbursement will be the same as the existing Covid-19 vaccine administration codes which is \$41.63.

0003A -ADM SARSCOV2 30MCG/0.3ML 3rd  
(Pfizer-Biontech Covid-19 Vaccine Administration – Third Dose)

0013A-ADM SARSCOV2 100MCG/0.5ML 3rd  
(Moderna Covid-19 Vaccine Administration – Third Dose)

### Prior Authorization Requirements To Be Reinstated October 1, 2021

Prior Authorizations for all services except behavioral healthcare previously extended to June 30, 2021 were extended through September 30, 2021. Effective October 1, 2021, prior authorization requirements were reinstated for all services except for behavioral healthcare services. Effective January 1, 2022, prior authorizations will be reinstated for behavioral healthcare services. For those services that require a prior authorization, providers will need to proactively ensure that members' services are authorized prior to providing them. To review the list of services that require prior authorization, please see <https://eohhs.ri.gov/providers-partners/billing-and-claims/prior-authorization>.

Should you have questions please contact the Customer Service Help Desk at (401) 784-8100 for local and long-distance calls (800) 964-6211 for in-state toll calls.


### LTSS: MOVING THE OFFICE OF MEDICAL REVIEW (CLINICAL TEAM) FROM EOHHS TO DHS

The Executive Office of Health and Human Services (EOHHS) and DHS have together cared for our consumers on the State's Medicaid program. Specifically, EOHHS has been responsible for the clinical eligibility determinations for Medicaid Long Term Services and Supports (LTSS) through its Office of Medical Review (OMR) while DHS determines the financial eligibility for those applicants.

To create a more efficient process, we have moved all LTSS eligibility, both financial and clinical, to DHS. The Office of Medical Review, now called the DHS Clinical Team, will continue to be responsible for determination of LTSS clinical levels of care, Katie Beckett clinical eligibility, disability determinations by the Medical Assistance Review Team, and Pediatric Private Duty Nursing (PDN) assessments, authorizations and oversight. Regarding the latter, parents of children receiving PDN, as well as to the agencies providing pediatric PDN, have been directly notified about this change. Relatedly, the two departments finalized a PDN Policy Guidance Document that puts into writing the current processes for the administration of PDN. This document will be available on the DHS website soon.

## Attention DME Providers:

Effective 9/1/21, Rhode Island Medicaid Fee-for-Service will be activating coverage for HCPCS code A9274 - EXTERNAL AMBULATORY INSULIN DELIVERY SYSTEM, DISPOSABLE, EACH, INCLUDES ALL SUPPLIES AND ACCESSORIES. This code will require prior authorization and the maximum units per month is 20. Coverage Guidelines can be found here: [Coverage Guidelines For Durable Medical Equipment | Executive Office of Health and Human Services \(ri.gov\)](#)



### HHS Announces Provider Relief Fund Reporting Update

The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), is issuing new reporting requirements and announcing that it will be amending the reporting timeline for the Provider Relief Fund Program (PRF) due to the recent passage of the Coronavirus Response and Relief Supplemental Appropriations Act.

These reporting requirements will apply to providers who received the Medicaid PRF funds. The reporting requirements released today do not apply to funds from: Nursing Home Infection Control, Rural Health Clinics Testing, and COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing, Treatment and Vaccine Administration for the Uninsured recipients.

Additionally, starting today, PRF recipients may begin registering for gateway access to the Reporting Portal where they will ultimately submit their information in compliance with the new reporting requirements HHS is issuing.

Read the full **press release** [here \[hhs.gov\]](#) [\[clicktime.symantec.com\]](#).

Learn more about the **reporting requirements** and new portal [here \[hhs.gov\]](#) [\[clicktime.symantec.com\]](#).



## Pharmacy Spotlight



### **Treatment of Hepatitis C Prior Authorization Guidelines Effective: August 1, 2021**

#### Introduction:

Hepatitis C has been identified as a significant etiology of chronic liver disease, associated comorbidities, liver cancer, need for transplantation and death. These guidelines document eligible beneficiaries and the information that must be submitted in order to determine a coverage determination. Modifications to the Preferred Drug List require approval by the Rhode Island Medicaid Pharmacy and Therapeutics Committee.

Detailed prescribing and drug warning information may be obtained at:

<http://www.fda.gov/Drugs/DrugSafety/ucm522932.htm>

Prior Authorization is required for medications not on the Preferred Drug List.

#### General Approval Criteria:

- A. Prescribers must be enrolled as a billing provider or an ordering, prescribing or referring (OPR) provider with Rhode Island Medicaid.
- B. Beneficiaries:
  - i. All patients with documented Hepatitis C Stages 0 through 4 are eligible for treatment.
- C. Required Documentation:
  - i. Prior Authorization is not required when prescribing Mavyret®.
  - ii. Prior Authorization is not required for prescribing Vosevi® when used as a salvage medication after prior treatment failure. See package insert for FDA approved indication, and prescribing information.
  - iii. Neither Mavyret® nor Vosevi® require genotyping.
  - iv. Treatment request for non-preferred medications require genotyping.
  - v. History of prior Hepatitis C treatment if relevant.

(continued)

## Pharmacy Spotlight



### **Treatment of Hepatitis C Prior Authorization Guidelines Effective: August 1, 2021 (continued)**

vi Treatment plan which includes:

- i. Medication name, dose and duration.
- ii. Agreement to submit post treatment viral load data if requested.

D. Treatment recommendations as of August 1, 2021:

- i. Preferred agents: Mavyret® and Vosevi®.
- ii. Non preferred agents: all other agents with exception of ribavirin;
  - i. Will be approved if patient is completing a cycle of therapy initiated prior to current policy implementation date, or
  - ii. Will be reviewed on a case by case basis. The Prior Authorization request must include clinical documentation of need for an alternative, non-preferred agent.

E. Continuity of Treatment;

- i. When transitioning between publicly funded delivery systems (i.e. between Fee for Service Medicaid and managed Care Medicaid, between managed Care Medicaid and Fee for Service Medicaid or between the Department of Corrections and the Medicaid Program) any medication approval by the prior delivery system will be honored for the portion of the treatment that remains after the transition.

F. Policy Effective Date: August 1, 2021.

- i. Above policy replaces all prior Hepatitis C policies including revision with implementation date of March 1, 2021.

Approved:

Jerry Fingerhut, MD.

Date:

June 7, 2021

## Pharmacy Spotlight cont.

### *Meeting Schedule:*

#### Pharmacy and Therapeutics Committee and Drug Utilization Review Board

The next meeting of the Pharmacy & Therapeutics Committee (P&T) is scheduled for:

**Date:** December 14, 2021

**Registration Deadline:** December 4, 2021 by 5pm EST

**Meeting:** 8:00 AM

**Location:** Executive Office of Health and Human Services, Virk's Bldg., 3 West Road, Cranston, RI

**Registration by email to:**

karen.mariano@gainwelltechnologies.com

[Click here for agenda](#)

The next meeting of the Drug Utilization Review (DUR) Board is scheduled for:

**Date:** December 14 2021

**Registration Deadline:** December 4, 2021 by 5pm EST

**Meeting:** 10:30 AM

**Location:** Executive Office of Health and Human Services, Virk's Bldg., 3 West Road, Cranston, RI

**Registration by email to:**

Karen.mariano@gainwelltechnologies.com

[Click here for agenda](#)

**2021 Meeting Dates:**

December 14, 2021



## Prior Authorization Requests


Please **do not** fax prior authorization requests that contain more than 15 pages. If your request is over 15 pages please mail your requests to:

Gainwell Technologies  
Prior Authorization Department  
PO Box 2010  
Warwick, RI 02887-2010



### Physician Medical (PMI) Form: Update to Signatory Requirements

To improve access to Medicaid Long-Term Services and Supports (LTSS), EOHHS will now accept Physician Medical (PMI) Forms that are signed by the applicant's physician, PA, NP, as well as a registered nurse or discharge planner (who holds, at a minimum, a bachelor's degree in nursing or social work). PMI Forms are used for determining if an individual who is disabled or over 65 years old meets a Nursing Home needs-based level of care (LOC), and is therefore clinically eligible for Medicaid LTSS. To review the full policy, please visit our website [https://www.eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/Medicaid-Policy\\_PMI-Signatory-Change\\_032221.pdf](https://www.eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/Medicaid-Policy_PMI-Signatory-Change_032221.pdf) [[clicktime.symantec.com](http://clicktime.symantec.com)]



## Emailing for Technical Support

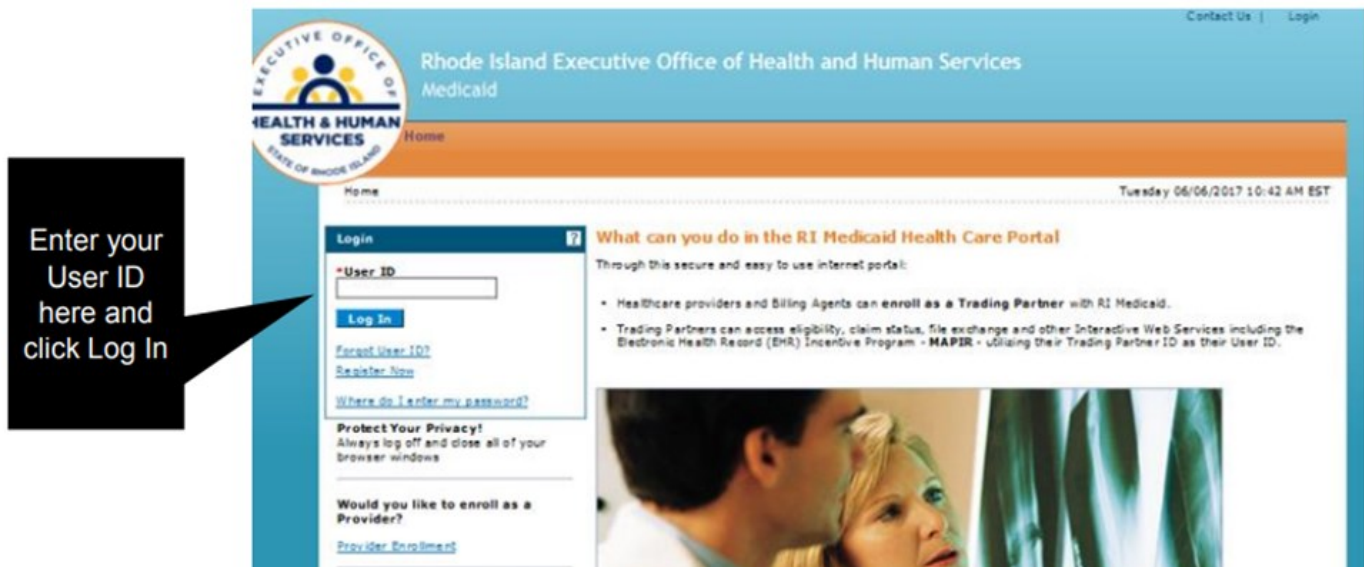
When sending an email to EDI ([riediservices@dx.com](mailto:riediservices@dx.com)) or your provider rep for assistance, it is important to include vital information so that we may best assist you. In your email please include your: name, phone number, user id, NPI and Trading Partner ID (if applicable).

If you are emailing about login issues, please include the platform you are trying to access (Healthcare Portal, PES, etc).

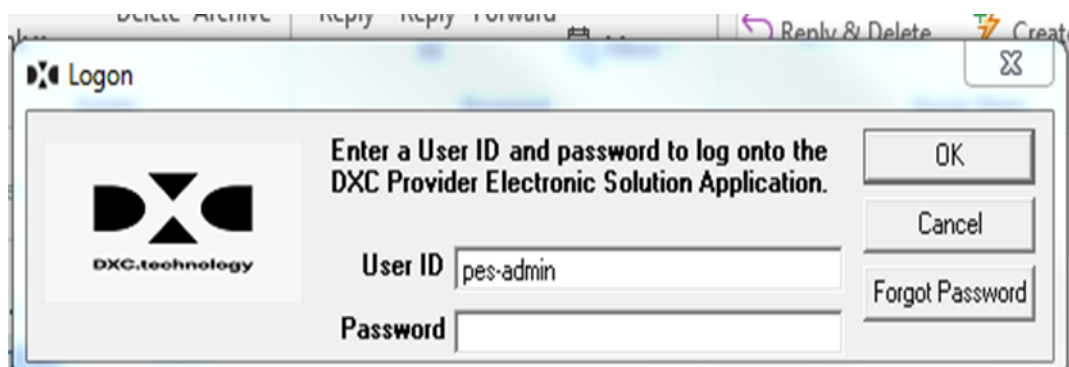
If you are getting an error message, please include a screenshot of the error, or let us know *exactly* what the error message says. Depending on the platform you are using, there are multiple reasons an error could kick back, so providing this specific information in your email will help us to best assess the root of the issue and how to solve it.

Below are screenshots of the most commonly used platforms that you may be logging into.

### Healthcare Portal:



### PES (aka Provider Electronic Services):



(Cont.)



## HEALTHCARE PORTAL

### LOGIN TROUBLESHOOTING


ISSUE	POSSIBLE THINGS TO CHECK/DO
<b>Login Issues</b>	
You are getting an error message that your security question answer is incorrect	<ul style="list-style-type: none"> <li>We are not able to reset security questions. Only the owner of the account can change their questions and answers.</li> <li>If you are getting an error that your security question answer is incorrect it is typically indicative that your username is wrong. Please go back to the home page and make sure you are typing in your username correctly. <b>*Please type slowly to ensure there are no mistakes*</b></li> <li>Additionally, please make note of your security questions and answers to ensure that you are entering the correct answer each time.</li> </ul>
You are getting an error message that your password is incorrect	<ul style="list-style-type: none"> <li>Passwords are CASE-SENSITIVE. So please take care to ensure you are entering your password correctly and that caps-lock is not on.</li> </ul>
You are getting questions you do not recognize -OR- you do not remember your username.	<ul style="list-style-type: none"> <li>Have you already enrolled as a trading partner or delegate?</li> <li>You need to have already enrolled as a trading partner - OR- have had your admin user create a delegate account before being able to sign in.</li> <li><i>Please</i> make sure you have <b>REGISTERED</b> and <b>VERIFIED</b> your account. If you have not registered and verified your account, you will be prompted with questions you do not recognize.</li> </ul>
You are getting an error when resetting your password on the Portal	<ul style="list-style-type: none"> <li>The Portal is VERY specific on what a password can be.</li> <li>Your password must be <b>EXACTLY 8 characters</b> (no more, no less), with at least one capital letter, one lowercase letter, and NO special characters.</li> <li>For example, something like "Portal21" would work, but something like "Pa55w@rd2021!" would not.</li> </ul>




Please Note!

Providers can access the Healthcare Portal directly, without going through the [EOHHS website](https://www.eohhs.org), by going to this address:

<https://www.riproviderportal.org/HCP/Default.aspx?alias=www.riproviderportal.org/hcp/provider>



Click [here](#) to view the **UPDATED** RI Medicaid memo regarding telehealth and COVID-19



### **Attention: Physicians and Non-physician Practitioners**

#### **CPT Consultation Codes**

Effective January 1, 2010, the Centers for Medicare and Medicaid eliminated the use of all consultation codes (inpatient and office/outpatient codes) for Medicare beneficiaries. Please refer to the MLN Matters number MM6740 Revised for complete information. However, existing policies and rules governing Medicare advantage or non-Medicare insurers were not revised.

RIMA has not revised their policy on the use of consultation codes. RIMA still requires the use of CPT Consultation codes (ranges 99241-99245 and 99251-99255). Some providers may have already or will receive notifications regarding recoupment when the consultation codes are not utilized.

## NURSING HOMES, ASSISTED LIVING, AND HOSPICE PROVIDERS

### Payment Delivery for Interim Payments

Due to the ongoing COVID-19 State of Emergency, Interim payments will continue to be automatically deposited into the bank account associated with your Gainwell Technologies MMIS account.

This will alleviate the need for in-person visits to the Gainwell Technologies office.

The next system payment will be deposited into the bank account directly, in line with the financial calendar on November 12, 2021.

Gainwell Technologies will securely mail the member information to providers detailing which client and date of service the payment is for.

We will continue to communicate with providers on any changes.

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### Long Term Supports and Services Cost of Care

Since the start of the COVID-19 public emergency, Medicaid has not permitted any increase in a client's cost of care (also known as "patient share"). The federal waiver prohibiting cost of care increases has ended in November, 2020.

All LTSS recipients are being reviewed for potential cost of care increases, effective January 1, 2021. Cost of care increases will **NOT** be retroactive.

Clients may have accrued assets over the \$4,000 limit due to the implementation of this policy change. DHS will review assets upon recertification. Recertifications will begin in the month following the end of the Federal Public Health Emergency (PHE). The PHE is extended through 2021, or with a 60-day notice of cancelation.

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### DME Providers—Enteral Nutrition Guidelines

The Enteral Nutrition Guidelines have been updated. Guidelines can be found [here](#) in the Enteral Nutrition and Total Parental Nutrition section of the provider manual.

[http://www.eohhs.ri.gov/ProvidersPartners/ProviderManualsGuidelines/  
MedicaidProviderManual/DME/  
CoverageGuidelinesforDurableMedicalEquipment.aspx](http://www.eohhs.ri.gov/ProvidersPartners/ProviderManualsGuidelines/MedicaidProviderManual/DME/CoverageGuidelinesforDurableMedicalEquipment.aspx)

**State FY 2022  
Claims Payment and Processing Schedule**

**SFY 2022 Financial Calendar**

MONTH	LTC CLAIMS Due at Noon	EMC CLAIMS Due by 5:00PM	EFT PAYMENT
		7/02/2021	7/09/2021
July	7/08/2021	7/09/2021	7/16/2021
		7/23/2021	7/30/2021
August	8/05/2021	8/06/2021	8/13/2021
		8/20/2021	8/27/2021
September		9/03/2021	9/10/2021
	9/09/2021	9/10/2021	9/17/2021
		9/24/2021	9/30/2021
October	10/07/2021	10/08/2021	10/15/2021
		10/22/2021	10/29/2021
November	11/04/2021	11/05/2021	11/12/2021
		11/19/2021	11/26/2021
December		12/03/2021	12/10/2021
	12/09/2021	12/10/2021	12/17/2021
		12/24/2021	12/31/2021
January	1/06/2022	1/07/2022	1/14/2022
		1/21/2022	1/28/2022
February	2/03/2022	2/04/2022	2/11/2022
		2/18/2022	2/25/2022
March	3/03/2022	3/04/2022	3/11/2022
		3/18/2022	3/25/2022
April		4/01/2022	4/08/2022
	4/07/2022	4/08/2022	4/15/2022
		4/22/2022	4/29/2022
May	5/05/2022	5/06/2022	5/13/2022
		5/20/2022	5/27/2022
June		6/03/2022	6/10/2022
	6/09/2022	6/10/2022	6/17/2022
		6/24/2022	6/30/2022
July	7/07/2022	7/08/2022	7/15/2022
		7/22/2022	7/29/2022

View the SFY 2022 Payment and Processing Schedule on the EOHHS website

<http://www.eohhs.ri.gov/ProvidersPartners/Billingamp;Claims/PaymentandProcessingSchedule.aspx>

## **Notable Dates in November**

**November 2– U.S. General Election Day**

**November 11–Veterans Day**

**November 15–America Recycles Day**

**November 17–World Peace Day**

**November 25–Thanksgiving Day**

**November 27– Small Business Saturday**

